HOOSIER ⬤ LOTTERY

Integra Terminal Quick Reference Guide

For assistance with your
Hoosier Lottery terminal, call
Scientific Games at 1-877-294-4639.

**Contact Hoosier Lottery Customer Service
at 1-800-955-6886 for any questions or concerns.**

Terminal operating hours are 4:30 am to 11:45 pm.

2009

SIGN ON & SIGN OFF

TO SIGN ON:
   Press **<SIGN ON>**.
   Enter your 6-digit retailer number and your 4-digit password.
   Press **<SEND>**.
TO SIGN OFF:
   Press **<SIGN OFF>**. (The terminal will ask if you are sure you want to sign off.)
   Press **<OK/YES>**.

TO REPORT STOLEN TICKETS

1. Call Lottery Security immediately (1-800-695-6886) to report stolen tickets.
2. Press **<INSTANT>** and tap the ↓ key to highlight "Report Stolen Ticket".
3. Enter the information that is requested at the bottom of your screen:
    • Game/Pack number of tickets stolen.
    • The numbers of the first and last tickets stolen.
    • The PIN (you will receive this number when you call the Lottery).

SELLING MIX & MATCH

Mix & Match is a draw game, like Hoosier Lotto and Lucky 5, with some important differences. The customer selects 1 line of numbers or chooses Quick Pick and the terminal automatically generates 2 additional lines for each play area.

Sales Cutoff: Tuesday and Friday at 10:39 pm Eastern.
Drawings occur no more than 10 minutes after the sales cutoff.
Cost: $2 per play area, which is 3 sets of 5 numbers. ***Mix & Match cannot be cancelled.***
How to Play: Select or Quick Pick 5 numbers out of 50. Two additional lines will be automatically quick picked. Win prizes for matching 3/5, 4/5, 5/5, in a single line AND/OR for matching 3/15, 4/15, 5/15, 6/15, 7/15, 8+/15 in the 3 combined lines.

PLAYSLIP METHOD:
1. Insert the completed playslip into the reader face up. If the playslip is filled out correctly, a ticket will automatically print.
2. In case of errors on the playslip, the screen displays the incorrect board(s). You may correct these boards by entering the numbers you want to add or delete.
3. Press **<SEND>** to print the ticket after making corrections.

KEYBOARD METHOD:
1. Select game by pressing **<MIX & MATCH>**.
2. Select the **<DOLLAR AMOUNT>** (Minimum is $2. Maximum is $10). Use the **<NEXT AMOUNT>** key to increase the play amounts in ascending order from $2 to $10 in even amounts.
3. If multiple draws (advanced plays) are desired, press the **<MULTI-DRAW>** key and enter the number of draws as a 2-digit number (i.e. if the player wants a ticket good for the next 4 draws, press **<MULTI-DRAW>** and enter "04"). The maximum number of draws allowed is 10.
4. For multiple tickets, press **<NO. OF TICKETS>**. Using the numeric keypad, select the number of tickets desired (up to 99).
5. Press **<QUICK PICK>** to let the computer select the numbers OR enter the customer's selections and press **<SEND>**.

SELLING POWERBALL, HOOSIER LOTTO, QUICK DRAW, & LUCKY 5

POWERBALL & POWER PLAY

Sales Cutoff: Wednesday and Saturday at 9:59 pm Eastern.

Drawings occur around 10:59 pm Eastern.

Cost: $1 per play. *Powerball cannot be cancelled.*

Power Play Feature: An additional $1 per play multiplies non-jackpot prizes by 2X, 3X, 4X or 5X. Match 5 of 5 white balls and get a guaranteed 5X multiplier (see game rules for details).

How to Play: Select or Quick Pick 5 numbers out of 59 + 1 number out of 39. Win prizes for matching 5/5 + PB, 5/5, 4/5 + PB, 4/5, 3/5 + PB, 3/5, 2/5 + PB, 1/5 + PB and PB.

HOOSIER LOTTO

Sales Cutoff: Wednesday and Saturday at 10:40 pm Eastern.

Drawings occur no more than 10 minutes after the sales cutoff.

Cost: $1 per play.

How to Play: Select or Quick Pick 6 numbers out of 48. Win prizes for matching 6/6, 5/6, 4/6, 3/6 and 2/6.

QUICK DRAW

Winning numbers are drawn once a day.

Sales Cutoff: 10:39 pm Eastern

Drawings occur no more than 10 minutes after the sales cutoff.

Cost: $1 per play.

How to Play: Select or Quick Pick 10 numbers out of 80. The Lottery draws 20 numbers and players win prizes for matching 5/20, 6/20, 7/20, 8/20, 9/20, 10/20.

LUCKY 5

Winning numbers are drawn twice a day (except on Sundays).

Midday Sales Cutoff: 1:10 pm Eastern Monday – Saturday (No Midday draw on Sunday).

Evening Sales Cutoff: 10:40 pm Eastern Monday – Sunday.

Drawings occur no more than 10 minutes after the sales cutoff.

Cost: $1 for 2 plays.

How to Play: Select or Quick Pick 5 numbers out of 36. Win prizes for matching 5/5, 4/5 and 3/5.

PLAYSLIP METHOD:

1. Insert the completed playslip into the reader face up. If the playslip is filled out correctly, a ticket will automatically print.
2. In case of errors on the playslip, the screen displays the incorrect board(s). You may correct these boards by entering the numbers you want to add or delete.
3. Press **<SEND>** to print the ticket after making corrections.

KEYBOARD METHOD:

1. Select game by pressing **<HOOSIER LOTTO>**, **<POWERBALL>**, **<LUCKY 5 MIDDAY>**, or **<LUCKY 5 EVENING>** or **<QUICK DRAW>**.
2. Select the **DOLLAR AMOUNT** (Minimum is $1. Maximum is $10).
3. If **multiple draws** (advanced plays) are desired, press the **<MULTI-DRAW>** key and enter the number of draws as a 2-digit number (i.e. if the player wants a ticket good for the next 4 draws, press **<MULTI-DRAW>** and enter "04"). The maximum number of draws allowed for Powerball and Hoosier Lotto is 10. The maximum number of draws for Lucky 5 and Quick Draw is 28.
4. For **multiple tickets**, press **<NO. OF TICKETS>**. Using the numeric keypad, select the number of tickets desired (up to 99).
5. Press **<QUICK PICK>** to let the computer select the numbers OR enter the customer's selections and press **<SEND>**.

IMPORTANT NOTE FOR POWERBALL TICKETS: In the final step for all Powerball purchases, the screen will ask if the player wants to add the Power Play feature. Before the ticket prints, press either **<OK/YES>** to add Power Play or **<NO>** if you do not want to add Power Play. **If you select <OK/YES> for Power Play, the total cost of the ticket will double.**

SELLING DAILY 3 & DAILY 4

The Daily 3 and Daily 4 games are drawn twice a day (except on Sundays).

Midday Sales Cutoff: 1:10 pm Eastern Monday – Saturday. (No Midday draw on Sunday).

Evening Sales Cutoff: 10:40 pm Eastern Monday – Sunday.

Drawings occur no more than 10 minutes after the sales cutoff.

Cost: $1 per play.

How to Play: Pick 3 numbers (Daily 3) or pick 4 numbers (Daily 4). Win prizes several different ways: straight (match numbers in exact order), box (match numbers in any order), combo (match numbers in either exact or any order). For Daily 4, you can also play the Front 3 and Back 3 numbers.

PLAYSLIP METHOD:
1. Insert the completed playslip into the reader face up. If the playslip is filled out correctly, a ticket will automatically print.
2. In case of errors on the playslip, the screen displays the incorrect board(s). You may correct these boards by entering the numbers you want to add or delete.
3. Press **<SEND>** to print the ticket after making corrections.

KEYBOARD METHOD:
1. Select the GAME: either **<DAILY 3 EVENING>**, **<DAILY 3 MIDDAY>**, **<DAILY 4 EVENING>** or **<DAILY 4 MIDDAY>**.
2. Select the **PLAY TYPE**. The default play type is **STR**. Other options are: **BOX** and **COMBO**.
3. Select the **DOLLAR AMOUNT** (Minimum is $1.00. Maximum is $10).
4. Select the **DRAW DAYS** if other than the current draw. Use the **<DAY>** keys to select a specific day, the **<THRU>** key to select consecutive days or the **<WEEK>** key. You may also use the **<MULTI-DRAW>** key to enter consecutive draws up to a maximum of 28 (e.g. to print a ticket that is good for the next 14 draws press **<MULTI-DRAW>** and enter 14 using the numeric keypad).
5. **If multiple tickets are desired**, press **<NO. OF TICKETS>**. Select the number of tickets (up to 99) using the numeric keypad. Note: All selections must be entered as 2 digits (e.g. to request 5 tickets enter "05").
6. Either enter the player's numbers and press **<SEND>** or press **<QUICK PICK>** to let the computer select the numbers.

SELLING FRONT 3 AND BACK 3 FOR THE DAILY 4 GAME:
1. Select either **<DAILY 4 EVENING>** or **<DAILY 4 MIDDAY>**.
2. Select either **<FRONT 3>** or **<BACK 3>**.
3. Select the **PLAY TYPE**. The default type is **STR**. Other options are **BOX** or **COMBO**.
4. Select **DOLLAR AMOUNT** (Minimum is $1.00. Maximum is $10).
5. If multiple days or multiple tickets are requested, follow lines 4 and 5 of the "Keyboard Method" instructions listed above.
6. Press **<QUICK PICK>** or enter the player's requested numbers (only 3 numbers can be entered) and press **<SEND>**.

USE THE <LAST> KEY TO PRINT MULTIPLE DAILY 3 OR DAILY 4 TICKETS

Use **<LAST>** to duplicate your last Daily 3 or Daily 4 transaction. It is a useful shortcut for your regular daily game players who like to play the same type of bet on multiple numbers. For example, if a customer wants 10, $1.00 box wagers with different numbers:

Press **<DAILY 3 MIDDAY>** or **<DAILY 3 EVENING>**, **<BOX>**, **<$1>**, enter the first set of numbers and press **<SEND>**. Press **<LAST>** (screen defaults to previous ticket e.g. $1.00 Box). Enter the new set of numbers and press **<SEND>**.

SELLING RAFFLE TICKETS

Periodically throughout the year, the Hoosier Lottery may conduct a limited time raffle event. Each raffle will differ in time, number of drawings to be held and the prize(s) being offered. The Lottery will advertise drawing dates, time and prizes.

How to Win: Match all of your raffle numbers on a single line to the number(s) drawn by the Lottery.

How to Sell: ALL RAFFLE TICKETS ARE QUICK PICK ONLY. No playslip or manual entry of numbers is allowed.

1. Select game by pressing **<RAFFLE>**.
2. Press **<QUICK PICK>**.
3. If multiple tickets are desired, press **<NO. OF TICKETS>**, enter number of tickets up to 99 and press **<QUICK PICK>**.

CASHING DRAW GAME TICKETS

- Winning tickets are valid for up to 180 days after the drawing date printed on the ticket.
- You can pay winning prizes up to and including $600 at your store.
- Powerball tickets may only be paid in the same state from which they were purchased.
- Your terminal will direct you on whether or not the ticket is winning or non-winning.

For all draw game validations, the following applies:

BARCODE METHOD:
1. Insert the ticket face up, barcode first, into the reader.
2. A "pay" receipt will automatically print.

MANUAL METHOD:
1. If the barcode is unreadable, press **<PAY >**.
2. Manually enter the 14-digit serial number (located on the front along the bottom) and press **<SEND>**.

1. If winnings are $50 or less, a pay receipt is automatically printed.
2. If the winnings are between $51 up to and including $600, your screen displays the amount to pay.
3. <u>If you can cash the ticket</u>, press **<SEND>** and process as usual.
4. <u>If unable to pay, press <NO> and return the winning ticket to the customer for payment elsewhere.</u>
5. **If the winnings are $601 or greater,** the terminal will automatically generate two claim receipts. Give the customer the winning ticket and one claim receipt. The customer may collect by mail or go directly to a Hoosier Lottery Claim Center.
6. If the customer has valid draws remaining on a multi-draw ticket, an exchange ticket will be generated by the terminal. Give that exchange ticket to the customer.

CANCELLING DRAW GAME TICKETS

Tickets may be cancelled within 60 minutes only at the terminal from which they were purchased. POWERBALL and MIX & MATCH TICKETS CANNOT BE CANCELLED.

BARCODE METHOD:
1. Press **<CANCEL>**.
2. Insert ticket into the reader face up, barcode first.
3. The terminal will print a receipt and you will automatically receive proper credit. Staple the ticket and receipt together and save for your records.

MANUAL METHOD:
1. Press **<CANCEL>**.
2. Manually enter the 14-digit serial number printed on the front of the ticket along the bottom.
3. Press **<SEND>**.
4. The terminal will print a receipt and you will automatically receive proper credit. Staple the ticket and receipt together and save for your records

DRAW GAME (ON-LINE) REPORTS

Your terminal can produce a variety of useful sales and accounting reports that will help you manage your lottery business. All reports default to either the current accounting week or most recent drawing. You may run reports for previous accounting weeks or drawings.

To create a report:

1. Press **<REPORT>**.
2. Enter the **2-digit number** of the desired report and press **<SEND>**.
3. If you would like the report for the current day or accounting period, press **<SEND>** again.
4. If you want the report for a specific date in the past, enter the desired date before you press **<SEND>** a second time.

NOTE: All numbers must be entered as 2-digits (i.e. to enter Oct 5, 2005 press the white key labeled **<OCT>**, enter 05 (for the day) and 05 for the year. Historical sales data is available for the previous 120 days.

Following is a list of terminal reports available to you.
Reports that can be backdated are marked with an "*".

NUMBER	NAME	DESCRIPTION
01 *	**DAILY SALES**	Provides details of your draw game business activity for the <u>current day</u>. Use this report to balance your cash drawer at the end of the day.
02 *	**WEEKLY SALES**	Similar to Report 01. Provides details of draw game business for current <u>week to date</u>.
03 *	**WEEKLY SETTLEMENT**	Provides information on sales activity, commissions, adjustments and service charges. Use this report to settle your account with the Lottery at the beginning of each business week. This report will print automatically at the time of your first terminal sign-on each accounting week.
04 *	**DAILY WINNING NUMBERS**	Provides winning numbers and prize payouts at all levels for any game, for any single date. **Note:** Read your screen carefully! The default is "ALL" games. To get winning number information for one specific game, tap the ↓ to select the game desired and then press **<SEND>**.
17 *	**WINNING NUMBERS**	Provides past winning numbers for any single game for a specified date. First select the desired game using ↓ and press **<SEND>**. Then enter the date desired (if other than current) and press **<SEND>** again to print.
20 *	**ADVANCES & ADJUSTMENTS**	Provides details of any adjustments made to your 03 Weekly Settlement Report.

For each draw game, report information is available for daily & weekly sales as well as current jackpot information.

Hoosier Lotto:	***31** Sales	**60** Jackpot
Powerball:	*32 Sales	61 Jackpot
Power Play:	***45** Sales	
Quick Draw	*38 Sales	
Mix & Match:	***42** Sales	
Lucky 5:	*40 Midday Sales	*36 Evening Sales
Daily 3:	***43** Midday Sales	***33** Evening Sales
Daily 4:	*44 Midday Sales	*34 Evening Sales
Raffle:	***39** Sales	**62** Jackpot

CASHING SCRATCH-OFF TICKETS & PULL-TABS

SCRATCH-OFF TICKETS

BARCODE METHOD:
1. Press **<INSTANT>**.
2. Hold the ticket barcode directly over the flashing red light.
3. After the terminal beeps, enter the 3-digit number from the front of the ticket. If you make an error, use the ← key to backspace and re-enter the correct number.
4. For winners of $25 or less, a pay receipt will print.
5. If the prize is more than $25 or the ticket is not a winner, the screen will require that you enter the prize amount and press **<SEND>**.

MANUAL METHOD:
1. Press **<INSTANT>**.
2. From the back of the ticket, enter the entire number printed directly below the Lottery barcode.
3. Press **<SEND>**.
4. From the front of the ticket, enter the 11-digit validation number and the 3-digit underlined VIRN number located under the latex play area.
5. For winners of $25 or less, a pay receipt will print.
6. If the prize is more than $25 or the ticket is not a winner, the screen will require that you enter the prize amount and press **<SEND>**.

PULL-TABS

BARCODE METHOD:
1. Press **<INSTANT>**.
2. Use the ↓ to highlight "Validate Pull-Tab" on the screen menu.
3. Hold the ticket barcode directly over the flashing red light.
4. After the terminal beeps, enter the 3-digit number located under one of the pull-tabs.
5. For winners of $25 or less, a pay receipt will print.
6. If the prize is more than $25 or the ticket is not a winner, the screen will require that you enter the prize amount and press **<SEND>**.

MANUAL METHOD:
1. Press **<INSTANT>**.
2. Use the ↓ to highlight "Validate Pull-Tab" on the screen menu.
3. Enter the entire number located below the barcode and press **<SEND>**.
4. Enter the 3-digit number located under one of the pull-tabs. Your instant menu will re-appear followed by the validation receipt(s). If you made an error, you must re-enter all information.
5. For winners of $25 or less, a pay receipt will print.
6. If the prize is more than $25 or the ticket is not a winner, the screen will require that you enter the prize amount and press **<SEND>**.

SCRATCH-OFF TICKETS & PULL-TABS

Pack Activation: Before you open a pack of scratch-off tickets or pull-tabs to begin selling, you must activate the pack.

BARCODE METHOD:
1. Press **<INSTANT>**.
2. Tap the ↓ key to highlight "**Activate**".
3. Scan the barcode on the Pack Activation Card.
4. Press **<OK/YES>** to exit.
5. A receipt will print.

MANUAL METHOD:
1. Press **<INSTANT>**.
2. Tap the ↓ key to highlight **"Activate"**.
3. Enter the 10-digit game/pack number from the Pack Activation Card. If no Pack Activation Card is available, you may use the first ten numbers on the back of the pack of scratch-off tickets or on the front of pull-tab tickets.
4. Press **<SEND>**.
5. A receipt will print.

TERMINAL TROUBLESHOOTING TIPS

WHAT TO DO IF YOU EXPERIENCE A PROBLEM WHILE PRINTING TICKETS

When you experience printer problems, paper jams, communication interruptions, etc., **REPORT LAST** will allow you to get a copy of your last transaction to confirm whether you were charged for that transaction. The following steps will help identify if you were charged for the most recent transaction.

1. If a problem transaction is suspected, you must perform the **REPORT LAST** immediately (before processing any additional transactions).
2. To take a **REPORT LAST**, press the **<REPORT>** key and then the **<LAST>** key.
3. The screen will display information that identifies the most recently completed transaction recorded on the central system. Compare the "**REPORT LAST**" to the last printed ticket you received.
4. A match indicates there was no "lost transaction". You are ready to resume normal operations. If no match, print history.
5. If the **REPORT LAST** does not match your most recently printed ticket, press **<PRINT>** to receive a copy of the information on your screen. Complete an adjustment form and submit to your Lottery Sales Representative.

USING THE HISTORY KEY TO HELP DIAGNOSE/CORRECT ERRORS

The history key displays a report showing your 50 most recent transactions. Press **<HISTORY>** then press **<PRINT>**. Your most recent transaction is listed at the top.
Codes on the right-hand side indicate the following:

   C = completed. You were charged for this transaction.
   D = deleted. You were not charged for this transaction.
   E = exception. A message was displayed on your screen during this procedure.
   F = failed. A problem occurred during this transaction (e.g. paper jam, out of stock).

SCRATCH-OFF & PULL-TAB TICKET REPORTS

You can access 3 different scratch-off ticket accounting reports: Today, Prior Day or Last Bill. To select any report:

1. Press **<INSTANT>**.
2. Tap the ↓ key to highlight "Reports".
3. Press **<SEND>**.
4. Tap the ↓ key to highlight the desired report information.
5. Press **<SEND>**.
6. When you select either "Today" or "Last Bill" the report will print after you press **<SEND>**. When you select "Prior Day" and press **<SEND>**, a second screen appears. You must choose a specific day. Use the numeric keys to enter the number (1-7) corresponding to the day you desire. The report prints with combined scratch-off and pull-tab totals.

HELPFUL HINTS

TO CLEAR A MESSAGE FROM YOUR SCREEN

Press **<OK/YES>** before continuing on to the next function. If you would like a printed copy of that message, press the **<PRINT>** key.

TO INTERRUPT A LARGE REQUEST THAT HAS BEGUN PRINTING

Press **<STOP>**. You will only be charged for the tickets that have printed. Those tickets may either be sold or cancelled as allowed by Lottery rules. Keystrokes: Press **<STOP>**. When message appears on screen, press **<OK/YES>** to delete the request. If the **<STOP>** key is pressed in error, press any other key to resume.

CUSTOMER DISPLAY MESSAGE NOT APPEARING

Messages on the customer display are programmed by the Hoosier Lottery. The most current message should automatically appear on your display each morning when you sign-on to the terminal. If a message is not displayed on your screen, you may activate it by doing the following: Press **<REPORT>**, Enter **<80>**, and Press **<SEND>** twice.

ADJUSTING SCREEN BRIGHTNESS & CONTRAST

1. Press **<UTILITY>**. "Screen Adjustment" will be highlighted on the terminal screen.
2. Press **<SEND>**.
3. Tap the ←, ↓, ↑, or → keys to adjust the intensity or contrast on the screen.
4. Press **<OK/YES>**.
5. Press any other key to resume normal operation.

WHAT TO DO WHEN YOU RECEIVE "UNLOCK WAND" MESSAGE

When your terminal becomes locked, you will receive an "unlock wand" message. The following steps will assist when clearing this message.
1. Press **<UTILITY>**.
2. Use the arrow keys to highlight "Reset Reader".
3. Press **<SEND>** two times.
4. Re-insert ticket.

If this does not solve the problem, contact the Call Center at 1-877-294-4639.

TERMINAL SUPPLIES

ORDERING SUPPLIES THROUGH THE TERMINAL

1. Press **<DELIVERY>**. Your screen will display a numbered menu.
2. Enter the number(s) corresponding to the item(s) you wish to order and press **<SEND>**.
3. A receipt will print.
4. Your supplies will be delivered the following day for orders placed prior to 2:00 pm Monday through Friday. Orders placed on Friday after 2:00 pm or on a weekend will be delivered by the following Tuesday.

CHANGING TICKET STOCK

1. Open terminal by pressing the silver square located on front of terminal, while gently lifting up the top.
2. Tear off ticket stock below the ribbon cartridge and press the yellow paper advance button located underneath the lid to clear paper through. Remove any excess paper.
3. Lift paper roll straight out of terminal and remove from spindle. Spindle remains attached to the chain.
4. Slide new ticket stock roll onto the spindle so that the pink band is on the right-hand side. Feed the end of the ticket stock into the slot located under the 2 red dots until it stops (approximately 4").
5. Press the yellow paper advance button located under the top of the terminal until the ticket stock feeds through completely.
6. Press the "Press Here" button located to the left of the ribbon assembly and <u>let the top close naturally</u>. **DO NOT PUSH THE LID SHUT**.
7. Press "Test Ticket" to generate a test ticket to ensure that the stock is feeding through and printing properly.
8. Press **<OK/YES>** to resume normal operation.

CHANGING THE RIBBON

1. Open terminal by pressing the silver square located on front of terminal, while gently lifting up the top.
2. Spread the white tabs (located on either side of the 2 yellow dots) on the ribbon assembly and gently pull the ribbon assembly towards you. Remove the ticket stock from this area.
3. Place your thumbs on the top of the cartridge and grasp the bottom of the cartridge with your fingers. Tilt the top of the cartridge toward you slightly and lift up to remove ribbon cartridge. Discard used ribbon.
4. To install the new ribbon, slide the cartridge down on the terminal's guide assembly until it snaps into place. The ribbon should be behind the guide assembly but the cartridge should be in front. Close the ribbon assembly. Make sure the white tabs snap securely into place.
   Note: *The latches must have contact with the brass plate on the guide assembly and the ribbon cartridge must be flush against guide assembly.*
5. Rotate the ribbon tension knob ¼ turn counter-clockwise to seat the ribbon cartridge flush against the guide assembly.
6. Re-insert the ticket stock.
7. Press the "Press Here" button located to the left of the ribbon assembly and <u>let the top close naturally.</u> **DO NOT PUSH THE LID SHUT**.
8. Press "Test Ticket" to generate a test ticket to ensure that the stock is feeding through and printing properly.
9. Press **<OK/YES>** to resume normal operation.

For assistance, call 1-877-294-4639